
The Homeowner's Guide to the Boiler Upgrade Scheme

£7,500 towards your heat pump - how it actually works. A plain-English summary prepared by CRS Energy.

What the scheme is

The Boiler Upgrade Scheme (BUS) is a government grant that takes £7,500 off the cost of installing an air source heat pump in homes across England and Wales. It runs to 2030 and is administered by Ofgem. From 21 July 2026 to 31 March 2027, eligible homes heated by oil or LPG can access an enhanced £9,000 grant, subject to scheme rules.

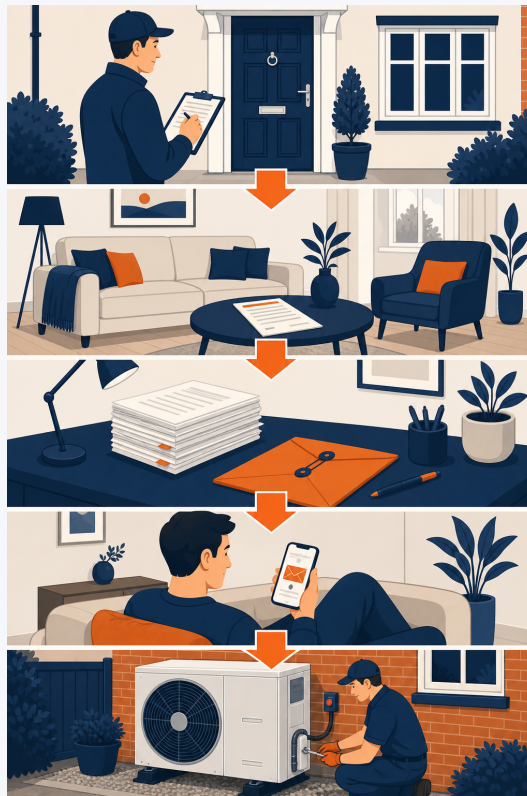
The single most important thing to know

You never handle the grant money. Your installer deducts the full grant from your quote before you pay anything, then claims it back from Ofgem after your system is installed and signed off. You never receive money, and you never repay anything. Any installer asking you to pay the grant amount and claim it back later is not following the scheme rules.

Are you eligible?

- You own the property (landlords, second homes and park homes count).
- You're replacing a fossil fuel boiler (gas, oil, LPG, coal) or electric heating such as storage heaters.
- Your home isn't social housing (Right-to-Buy ex-council homes can qualify).
- The property hasn't already had a BUS grant or other public funding for the same system.
- Since 28 April 2026, you no longer need an Energy Performance Certificate to apply.

Five steps from survey to installed system



The grant journey - the same five stages we walk you through in your survey.

1

Free survey and eligibility check

We survey your home, run heat-loss calculations and confirm which grant route applies.

2

Your quote, with the grant already deducted

The full grant value comes off your quote upfront - £7,500 for most homes, or £9,000 for eligible oil and LPG heated homes from 21 July 2026.

3

We apply to Ofgem on your behalf

As the MCS-certified installer, CRS Energy submits the grant application. Homeowners cannot apply directly.

4

You confirm one email from Ofgem

Ofgem emails you to confirm consent and verify your identity. You have 14 days to respond.

5

We install, commission and claim the grant

Once your voucher is issued, we install and commission to MCS standards, then claim the grant from Ofgem. Nothing extra for you to do.

How CRS Energy can help

CRS Energy is one MCS-accredited team from first visit through to aftercare - no handoffs, no marketplace.

Free home energy survey

Room-by-room heat loss, radiators, hot water, insulation and grant route - before we recommend anything.

Design and specification

Heat pump sized to your property, not a generic package. We explain funding routes clearly.

Grant application

We handle the Ofgem application and supporting evidence as your installer.

Install, commission and aftercare

MCS-certified install, warranties explained, and support after sign-off.



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Choosing an installer

You can choose any installer you like, as long as they are MCS certified for heat pumps and a member of an approved consumer code (HIES or RECC). Both are conditions of the scheme. There is no government approved installer list beyond these requirements. You can verify any installer's MCS certification on the MCS website.

Good to know

- The heat pump must fully replace your old boiler, but you can keep things like a wood-burning stove, immersion heater or storage heaters as supplementary heating.
- Grant values and rules are set by government and can change with notice.
- Grants are subject to eligibility checks and scheme budget availability; no installer can guarantee a grant.

Ready to check your home?

Book a free home energy survey across Wales and the South West of England. We'll confirm your grant route and explain your options with no obligation.

Book a free survey: completeremedialsolutions.co.uk/boiler-upgrade-scheme · **Call:** 0800 009 2992 · **Email:** hello@crsenergy.org

CRS Energy is a trading name of Complete Remedial Solutions (CRS) Ltd, Unit 14 Queens Court, Bridgend Industrial Estate, Bridgend CF31 3TQ. Registered in England & Wales, Company No. 11582758. This guide is a plain-English summary, not the scheme rules - eligibility is always confirmed at application. Sources: Ofgem Boiler Upgrade Scheme Installer Guidance V5 (April 2026).